

**Figure 7: Summary Ratings Table**

Agency	Program Effectiveness	Quality and Process Management Practice	Internal and External Customer Satisfaction	Independent and Internal Audit Functions	Fiscal Productivity Efficiency	Statutory and Regulatory Compliance
Accountancy, State Board of (ACB)						
Administrative Hearings, Office of (OAH)						
Agriculture, Department of (AGR)						
Arts Commission, Washington State (ART)						
Attorney General, Office of the (ATG)						
Auditor, Office of the State (SAO)						
Blind, Department of Services for the (DSB)						
Blind, Washington State School for the (SFB)						
Caseload Forecast Council (CCC)						
Central Washington University (CWU)						
Community, Trade, and Economic Development, Department of (CTED)						
Corrections, Department of (DOC)						
County Road Administration Board (CRAB)						
Deaf, Washington State School for the (SFD)						



































































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Ecology, Department of (ECY)						
Economic and Revenue Forecast Council (ERFC)						
Employment Security, Department of (ES)						
Environmental Hearings Office (EHO)						
Financial Institutions, Department of (DFI)						
Financial Management, Office of OFM						
Fish and Wildlife, Department of (DFW)						
Gambling Commission, State (GMB)						
General Administration, Department of (GA)						
Growth Management Hearings Board (GMHB)						
Health Care Authority, State (HCA)						
Health, Department of (DOH)						
Historical Society, Washington State (WHS)						
Horse Racing Commission, Washington (HRC)						

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Industrial Insurance Appeals, Board of (IND)						
Information Services, Department of (DIS)						
Investment Board, State (SIB)						
Labor and Industries, Department of (L&I)						
Licensing, Department of (DOL)						
Liquor Control Board (LCB)						
Lottery Commission, State (LOT)						
Military Department (MIL)						
Outdoor Recreation, Interagency Committee for (IAC)						
Patrol, Washington State (WSP)						
Personnel Appeals Board (PAB)						
Personnel, Department of (DOP)						
Pollution Liability Insurance Program, Washington (PLI)						
Public Disclosure Commission (PDC)						

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Public Instruction, Superintendent of (SPI)						
Retirement Systems, Department of (DRS)						
Revenue, Department of (DOR)						
Social and Health Services, Department of (DSHS)						
Tax Appeals, Board of (BTA)						
Transportation Commission (TRC)						
Transportation Improvement Board (TIB)						
Transportation, Department of (DOT)						
Treasurer, Office of the State (OST)						
Utilities and Transportation Commission (UTC)						
Veteran's Affairs, Department of (DVA)						
Work Force Training and Education Coordinating Board (WFTECB)	